OPEN 9. 1997,71 1: 18PM WATERITECH LEGAL LAW DEPT. TO 913126096307 JAN 88 '97 18:49 FR AMERITECH REGULATORY 517 334 3712 TO LAW

NO.134T " P.17 -- --P016/032

P.17

DPARKS

Order Tracking System Enter/Maintain Centrex Sales

12/30/96 11:14:36

Mode: DSP

Orders: 961008025 01 Sts; OPN Cat/Typ/Act: CEN SLS INS Masters:

Cust: 9495 CROWN MOTORS LTD. Qty...: 39 | Received....: 10/6 |Recaived...: 10/08/96 Interval #Days

OT03 Enter/Update Order Tracking Cuts						
•	Comment		Date	Time	User	
•	AMI-ORDER# C201431163	O FOR LOOP	11/18/96	10:51	DGEORGE	
	AMI-ORDER# C201427355	5 FOR LOOP PON# 96103025	11/20/96	9:43	DGEORGE	
	FOR PON# 961030258		11/20/96	9:43	DGEORGE	
	AMI-ORDER# C14#400386	3 FOR PORT PONF 961030171	11/20/95	9:55	DCEORGE	
	AMI-ORDER# C559357	FOR PON# \$61030171	11/20/96	9:57	DGEORGE	
	AMI-ORDER# D1484003831	7 FOR DISC PON# 961030131	11/20/96	9:57	dgeorge	
,	AMI-ORDER# C1484003838	8 FOR PORT PON# 961030131	11/20/96	9:57	dgeorge .	
	AMI-ORDER# C2014279197		11/20/96	9:57	dgeorge	
	AMI-ORDER# HA-D976485	for Pon# 961030258	11/20/96	9:58	dgeorge	
	AMI-ORDER# D1484003950	4 FOR DISC PON# 961030258	11/20/96	9:58	dgeorge	
	•			•	Nore	

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Oligh. J. 1997 7F. 1: 19FMW MICH BELL LAW DEPT. NO.134 P.18 TO 913126096307 P017/032 JAN 88 '97 18:49 FR STERITECH REGILATORY 517 334 3712 TO LOU P.18 12/30/96 11:14:36 OTS2 Order Tracking System DPARKS Enter/Maintain Centrex Sales Mode: DSP Orders: 961006025 01 Sts: OPN Cat/Typ/Act: CEN \$LS INS Masters: Cust# .: 9495 CROWN MOTORS LTD. 39 | Received...: 10/08/96 Oty...: Interval #Days ECTO. Enter/Update Order Tracking Cmts Comment Date Time Usez ANI-ORDER# C1484003863 FOR PORT PON# 961030258 DGEORGE 11/20/96 9:58 CUSTOMER WANTS TO CHANGE DUE DATE TO TUES., 11/26 11/20/96 13:25 LBIEBER AT 10:00 AM. LEFT MSG FOR MIKE V. TO SEE IF THIS 11/20/96 13:25 LBIEBER IS OK. 11/20/96 13:25 Leieber NOTIFIED VENDOR OF CUTOVER - THEY DO NOT NEED TO 11/20/96 13:39 LBIEBER BE THERE PER JANE/LUCENT. 11/20/96 13:39 LBIEBER MIKE IS CHECKING W/ AMI ON NEW DUE DATE. 11/20/96 13:39 LBIEBER PER MIKE, 11/26 IS OK. SENT DUE DATES E-MAIL 11/21/96 9:22 LBIEBER TRANSLATIONS COMPLETED 11/22/96 15:53 PZAISER THE CUT TIME IS CHANGES TO 7:30 AM. AMERITECH WAS 11/25/96 15:36 PLUHRS More ...

Enter-Add Comments

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01 ¹ 60- 19-19977P.	1: 19PM WICH BELL LAW DEPT. 197 10: 49 FR AMERITECH REQUE	TO 913126096307	7010	134 P.1 '032 P.1	
OT52 DPARKS	Order Tri Enter/Naint:	acking System ain Centrex Sale		2/30/96 K	11:14:36 lode: 052
Order#: 961000 Cust#.: 949 Qty: 39			INS Maste		al #Days
COMING TRAFF: DEAL. THEY S. CONTACTED EVERYONE WAS THE CUT START PROBLEM IN THE ORDERS SO THE OF 10 AM ALL	AT IF THIS BUSINESS HAD IC IT COULD SLOW UP THE LINES A THE CUSTOMER AND RESHED	A LOT OF IN- CUT A GREAT RE BUSY. JIM ULED THE CUT. TECH HAD A E DISCONNECT FORTING. AS EPT FOR THE	Ints Date 11/25/96 11/25/96 11/25/96 11/25/96 11/26/96 11/26/96 11/26/96 11/26/96	15:37 15:37 15:37 15:37 15:37 10:08 10:08	User Pluhrs Pluhrs Pluhrs Pluhrs Pluhrs Pluhrs Pluhrs Pluhrs

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NO.134 01 Jan. 9.19977P 1:19PM MICH BELL LAW DEPT P. 201 TO 913126096307 P019/032 JAN 86 '97 10:52 FR AMERITECH REGULATORY 517 334 3712 TO LAW P. 28 0752 Order Tracking System 12/30/96 11:14:36 DPARKS Enter/Maintain Centrex Sales Mode: DSP Orderf: 961008025 01 Sts: OPN Cat/Typ/Act: CEN SLS INS Master#: Cust#.: 9495 CROWN MOTORS LTD. Qty...: 39 (Received...: 10/08/96 I Interval #Days Enter/Update Order Tracking Cmts Comment Time Date User TRANSLATIONS IS WORKING ON THE PROBLEM AND WILL 11/26/96 10:08 PLUHRS CALL ME AS SOON AS IT IS FIXED. JIM S. AND MARK WERE MOTIFIED. 11/26/96 10:08 PLUHRS 11/26/96 10:0B PLUNRS PER JOE AT AMI THE PORTING IS COMPLETE. 11/26/96 11:59 PLUHRS 11/26/96 TO CHECK THE HUNTING BUT THE LINES IMMEDIATELY 11:59 PLUHRS WERE FULL OF CALLS. MARK WAS AT SITE AND SAID THE 11/26/96 PLUNRS RECEPTIONIST SAID CALLS WERE COMING THRU OKAY. I ASKED TO TEST THE OTHER LOCATION WITH CASE BUT HE 11/26/96 PLUHRS 11:59 11/26/96 11:59 PLUHRS SAID THAT THE HAD ALREADY TESTED ALL THE LINES WITH MARK, EVERYTHING APPEARS TO BE OK NOW. THE 11/26/96 11:59 PLUKRS 11/26/96 PLUHRS

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Oljen. 9.19977PL1: SOPTA MICH BELL LAW DEPT. NO.134 P. 21-TO 913126096307 P020/032 JAN 88 '97 18:58 FR AMERITECH REGULATORY 517 334 3712 TO LAW P.21 0752 Order Tracking System -12/30/96 11:14:36 . Enter/Maintain Centrex Sales **DPARKS** Mode: DSP Orders: 961008025 01 Ste: OPN Cat/Typ/Act: CEN SLS INS Master#: Cust#.: 9495 CROWN MOTORS LTD. Qty...: |Received...: 10/08/96 Interval #Days OT03 Enter/Update Order Tracking Cmts Comment Time User CUSTOMER WAS NOT A "HAPPY CAMPER" ABOUT BEING WITH 11/26/96 12:00 PLUHRS NO PHONE SERVICE FOR 4 HOURS. CLOSING ORDER.
I DID TEST ALL THE ODD LINES AT THE REGENT ADDRESS 11/26/96 12:00 PLUHRS 11/26/96 12:01 PLUHRS WITH MARK AND EVERYTHING WAS OK. 11/26/96 12:01 PLUHRS 820-0435 has a short on it so ameritech issued a TBL TRT MU002869 which is now matched up with a 11/26/96 12:13 PLUHRS 11/26/96 12:13 PLUHRS BROOKS TBL TKT 961126019 WAITING FOR AMERITECH TO 11/26/96 12:13 PLUHRS DISPATCH TO A TECH. **PLUHRS** 11/26/96 12:13 KREAMES 11/26/96 DA SENT. 14:30 PLUHRS TBL TKT CLEARED BY ERIKA AT AMI. NOTIFIED NOCC. 11/26/96 16:38

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01Jen. J. 19977P. 1: 28PM MICH BELL LAW DEPT. TO 913126096307 NO.134 PD21/032

JAN 88 '97 18:58 FR AMERITECH REDULATORY 517 334 3712 TO LAW

P. 22

Order Tracking System 12/30/96 11:14:36 Enter/Maintain Centrex Sales Mode: DSP

Order#: 961006025 01 Sts: OFN Cat/Typ/Act: CEN SLS INS Master#: Cust#:: 9495 CROWN MOTORS LTD.

i Interval #Days

0103 Enter/Update Order Tracking Cats Comment Time RNA BUT IT'S A MODEN LINE. ERIKA SAID THE AMI 11/26/96 16:39 PLUHRS TECH NOTIFIED THE CUSTOMER AND TESTED THE LINE OK. 11/26/96 040 / LCI NOTIFIED. 11/27/96 4:00 XLATS WERE COMPLETED ON VERSION OF S:58 BTURNER 11/27/96

Bottom

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01 JAN. 9.1997 P. 1:20PM MICH BELL LAW DEPT. NO.134 T P.23 TO 913126096307 P022/032 JAN 88 '97 18:58 FR AMERITECH REGULATORY 517 334 3712 TO LAW Order Tracking System 12/30/96 11:19:59 Enter/Maintain Centrex Sales Mode: DSP Order#: 961023325 01 Sts: OPN Cat/Typ/Act: CEN SLS INS Master#: 9942 SWELLING TEMPORARIES |Received...: 10/23/96 Interval #Days OT03 Enter/Update Order Tracking Cats Comment Time Date User NEW CENTREX ORDER FOR 20 LINES AT 3 LOCATIONS: 10:45 LBIEBER 9 LINES AT 2100 RAYBROOK SE (GR) 6 LINES AT 2845 WILSON SW (GRANDVILLE) 10:45 LBIEBER 5 Lines at 603 E. Sixteenth (Holland) /24/96 THERE WILL BE ANOTHER GRAND RAPIDS LOCATION ADDED LBIEBER WITH 5 LINES WHEN WE ARE ABLE TO OFFER SERVICE IN 10/24/96. THE EMPIRE CO. I USED NOS "1" FOR THE GR LOCATION 10/24/96 \$, AND NOS "11" FOR THE HOLLAND LOCATION. LET ME 10/24/96 LAIERER KNOW IF THIS IS A PROBLEM. 10/24/96 10:45 lbieber NEED ONE NEW LOOP INSTALLED AT 2100 RAYBROOK ON . 10/24/96 10:45 LBIEBER

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OLJAN. 9.19977PL 1: ZOPM MICH ERITECH LEGAL TO 913126096307 . NO. 134 P. 24 P023/032 JAN 88 '97 18:50 FR AMERITECH REDULATORY 517 334 3712 TO LAW P. 24 Order Tracking System 12/30/96 11:19:59 **DPARKS** Enter/Maintain Centrex Sales Mode: DSP Order#: 961023325 01 Sts: OPN; Cat/Typ/Act: CEN SLS INS Master#: Cust#:: 9942 SNELLING TEMPORARIES 26 Qty...: |Received...: 10/23/96 Interval #Days OT03 Enter/Update Order Tracking Cmts Time Comment Date User 11/13 TO TEST NEW LINE BEFORE CUTOVER ON 11/15. 10/24/96 WILL WE NEED NEW LOOPS ANYWHERE ELSE? DO WE NEED 10/24/96 VENDOR PRESENT FOR CUTOVER? IF SO, WHICH LOCATIONS 10/24/96 10:45 LBIEBER 10:45 LBIEBER 10:45 LBIEDER 10/24/96 : WILL VENDOR NEED TO GO TO? 10:45 LBIEBER SON UNBUNDLED TO LENOX C/O. 2101 RAYBROOK ON BROOK 10/29/96 S FIBER (CABLESPAN) OUT OF THE AIRFORT C/O. 10/29/96 HOLDING ORDER UNTIL THE EMPIRE WIRE CENTER OPENS 10/31/96 16:16 MWALKEN 15:16 MMALKEN 16:16 MWALKEN 15:34 LBIEBER LBIEBER UP. CUSTOMER WANTS ALL 4 LOCATIONS TO CUT OVER AT 10/31/96 15:34 10/31/96 THE SAME TIME. 15:34 LBIEBER

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01-Jan., 9.1997/Ph 1:21PM MICH FALL LAW DEPT. TO 913126096307 NO.134 P. 25 F024/032 JAN 88 '97 18:51 FR RESILECT RESILECTORY 517 334 3712 TO LAW P. 25 Order Tracking System Enter/Maintain Centrex Sales **OT52** 12/30/96 11:19:59 DPARKS Mode: DSP Order#: 961023325 01 Sts: OFN Cat/Typ/Act: CEN SLS INS Master#: Custe:: 9942 SMELLING TEMPORARIES Qty 26 | Received...: 10/23/96 Interval #Days OTO3 . Enter/Update Order Tracking Cmts Comment Time User AMI-ORDER# D1484003621 FOR DISC AMI-ORDER# C1484003622 FOR PORT AMI-RODER# C2014314500 FOR LOOP 11/01/96 11:38 DGEORGE 11/01/96 11:38 DGEORGE 11/01/96 11:38 DGEORGE 11/04/96 Sending order thru - empire co is open now per LBIEBER MELISSA COOK 11/04/96 9:17 LBIEBER AMI-ORDER# C2014309183 FOR LOOP PON# 961030079 11/05/96 10:41 DGEORGE CLD MARK MALKENDORF FOR RST/HDT INFO FOR ORDER # 8:36 CWRIGHT 11/06/96 96110600Z. 8:36 CWRIGHT SENT PORTING INFO FOR 2100 RAYBROOK SE LOCATION TO 11/06/96 11:37 CWRIGHT AMERITECH. 11/06/96 11:37 CWRIGHT More ...

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01-Jan 5 9 1997PL 1: ZIPM MICHERITECH LEGAL TO 913126096307 NO.134 P025/032 JAN 88 '97 18:51 FR AMERITECH REGILATORY 517 334 3712 TO LAW P. 26 0152 12/30/96 11:19:59 Order Tracking System DPARKS. Enter/Maintain Centrex Sales Mode: DSP Order#: 961023325 01 Sts: OPN Cat/Typ/Act: CEN SLS INS Master#: Cust#.: 9942 SMELLING TEMPORARIES Cust#.: 9942 Qty...: 26 |Received...: 10/23/96 Interval #Days OTO3 Enter/Update Order Tracking Cmts Time Comment Date User PER BARB/AMERITECH. FOR THE RAYBROOK LOCATION. WE 11/07/96 12:05 CWRIGHT HAVEN'T ADDRO 957-2011. REF'D THIS TO LAURA BIEBER AMI-ORDERS GX-D976597 FOR DISC 11/07/96 12:05 CWRIGHT 11/07/96 13:07 DGEORGE AMI-ORDERS C1484003715 FOR PORT 11/07/96 13:07 DGEORGE 973-2011 IS ADDRESSED ON UNIT HEADER #21. CHECKING WITH DAWN GEORGE FOR PORTING INFO. 11/08/96 LBIEBER 9:01 11/11/96 9:01 CURIGHT CALLED MIKE V. TO SEE IF WE CAN MOVE UP DUE DATE 11/11/96 10:48 LBIEBER IN ORDER TO EVEN OUT CUTOVER SCHEDULE. MIKE SHOWS ZOTH TO BE OK. CALLED REP TO LET HIM KNOW. AMI-ORDERS GA-D558770 11/11/96. 10:48 LBIEBER /11/96 10:48 LBIEBER DGEORGE

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01-00-9,199 01-00-9, 00:3	7PM 1:21PM WICH BE IPM WICH BE 68 '97 18:51 PR AM	TECH LEGAL LL LAW DEPT. RITECH REDULAT	TO 913126096307 DRY 517.334 3712	PO26	/032	.27 . 27
OTS2 DPARKS		Order Transcript	cking System in Centrex Sa	les	12/30/96	_
Cust::	023325 01 Sts: 9942 SNELLING Received	temporarie	Š	S INS Mast		rval #Days
of03 Comment AMI-ORDERS	Ent D558912 (957/2 C558909; SPS 1	<u>-</u> .		Cmts Date 11/12/96 11/12/96	Time 8:11 8-11	User DGEORGE DGEORGE
CUTOVER IS SENT DUE D SENDING CH	C1484003824 FO SCHEDULED FOR ATES E-NAIL ANGE DUE DATE R	11/20 AT E	O AH. MERITECH POR	11/12/96 11/13/96 11/13/96 11/19/96	8:11 16:25 16:25 12:36	DGEORGE LBIEBER LBIEBER CWRIGHT
PER LAURA XLATIONS C				11/19/96 11/19/96 11/19/96 11/19/96	12:36 13:13	CWRIGHT CWRIGHT ENEER LBIEBER

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01-Jan . 9.1997PM 1: 21PM MICH BELL LAW DEFT. TO 913126096307 P.28 NO.134 P027/032 JAN 88 197 18:51 FR AMERITECH REGULATORY 517 334 3712 TO LAW الك. ٢ 12/30/96 11:19:59 Order Tracking System
Enter/Maintain Centrex Sales OT\$2 Mode: DSP DPARKS . Orders: 961023325 01 Sts: OFN Cet/Typ/Act: CEN SIS INS Masters: Custs: 9942 SNELLING TEMPORARIES Interval #Days 26 |Recaived.... 10/20/96 Qty...: Enter/Update Order Tracking Cats OT03 Time User Comment . LJORDAN 11/19/96 16:28 DA SENT RAMONE CALLED IN COMP FOR PLAINFIELD LOCATION. WAS 11/20/96 NOT SUPPOSED TO GO YET. JIM S. CALLED AND SAID CU 11/20/96 STOMER CANNOT BE CALLED. REFERRED BACK TO RAMONE. 11/20/96 PABAIR 15:57 PARAIR PAT NOTIFIED NEIL YESTERDAY THAT DUE DATE IS CHANG 11/20/96 16:00 PARAIR 16:00 DGEORGE 16:04 11/20/96 AMI-ORDERS DO000558990 FOR DISC AMI-ORDERS C1484003860 FOR PORT 16:04 DGEORGE 11/20/96 KKLINE GLORIA STARK/CUST CALLED. QUITE UPSET ABOUT THE BUSINESS THEY ARE LOSING DUE TO NO SERVICE. I KKLINE 11/21/96 11:30 More..

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01-Jan. 9.1997PM 1:22PM MICH BALL LAW DEPT. TO 913126096307 NO.134 P.29 P028/032 JAN 28 '97 18:51 FR AMERITECH REGULATORY 517 334 3712 TO LAW P.29 OT52 Order Tracking System Enter/Maintain Centrex Bales 12/30/96 11:19:50 Mode: DSP **DPARKS** Orders: 961023325 01 Sts: OPN Cat/Typ/Act: CEN SLS INS Hasters: Cust4:: 9942 SNELLING TEMPORARIES I Interval #Days Qty...: |Received...: 10/28/96 COTO3 Enter/Opdate Order Tracking Cots Comment Time Daer SPOKE WITH WILL/TRNS & ALL OKAY THERE. ALSO SPOKE WITH PAUL/DISP-WILL CONTACT AMI ON THIS. GLORIA STATED THAT VEN-VANBELKINS HAS BEEN OUT ON THIS 11/21/96 11:30 KKLINE 11:30 KKLINE 11/21/96 11/21/96 11:30 AND FOUND THAT AMI HAD COMPLETED THEIR WORK 11-20. 11/21/96 11:30 11/21/96 Advised Paul of What Cust Said. 11:30 PAUL SPOKE WITH RAMONE/AMI ... TRUCK AT CUST SITE 11/21/96 14:36 NOW. 11/21/96 14:36 KKLINE KKLINE GLORIA CALLED-I GAVE STATUS. 11/21/96 - 14:36 GLORIA CALLED BACK-361-5500 IS NOW WORKING, BUT *' S 361-1668,1629,1647 (FAX), AND 1799 (MODEN) ARE 11/21/96 14:38 KKLINE 11/21/96 14:38 KKLINE More ...

Enter=Add Comments

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01-UB-9 US:517M 1:22PM MICH BELL LAW DEFT. TO 913126096307 P. 30 JAN 88 '97 18:52 FR AMERITECH RESULPHORY 517 334 3712 TO LAW P. 38 Order Tracking System
Enter/Maintain Centrex Sales 12/30/96 11:19:59 OTS2 **DPARKS** Mode: DSP Order#: 961023325 pl sts: OPN Cat/Typ/Act: CEN SLS INS Cust#:: 9942 SMELLING TEMPORARIES Oty...: 26 | Received...: 10/23/96 Master#: Interval #Days EOTO. Enter/Update Order Tracking Cuts Time Comment User NOT. IT IS CRITICAL TO THIS BUSINESS THAT THESE ARE WORKING NOW. ADVISED PAUL OF LAST UPDATE CUST WILL CHECK BACK IN ABOUT AN HOUR. 11/21/96 14:38 KKLINE KKLINE 14:38 11/21/96 11/21/96 14:43 KKLINE KKLINE 11/21/96 15:28 ADVISED JIM S UPDATE FROM YESTERDAY (11-21)...SYSTEM WAS DOWN... 4:15PM 11-21..CALLED CUST-ALL LINES WORKING AGAIN. 11/22/96 KKLINE 11/22/96 ALSO LEFT VM FOR JIM S TO ADVISE. CUST IS HAPPY. 11/22/96 KKLINE VERIFIED ORD W/ PAT, NEIL AND RAMONE. HOLLAND LOCATION - FAX LINE, NDT. VERIFIED WIRING 11/26/96 13:00 PABAIR 11/27/96 11:39 PABAIR OK ON FRAME. PETE FOUND NOT AT DM. WILL HAVE PETE 11/27/96 11:39 PARAIR

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P.31 01-08-9: 05:57PM FROM MICH BELL LAW DEPT. #70 913126096307 P030/032 JAN 28 197 18:52 FR STERITECH REGULATORY 517 334 3712 TO LAW P.31 12/30/96 11:19:59 Order Tracking System Enter/Maintain Centrex Sales 0752 Mode: DSP DPARKS Orders: '961023325 01 Sta: OPN Cet/Tip/Act: CEN SLS INS Masters: Cust#: 9942 SNELLING TEMPORARIES Qty...: 26 | Received...: 10/21/96 Interval #Days Enter/Opdate Arder Tracking Costs OT03 Time User CHECK CARD, RAYBROOK - RANGNE DIDN'T WORK DISC AND FORT AT 9:00 AS SCHEDULED, HOWEVER S.O. WORKED THE IR PORTION, RAMONE IS HAVING TROUBLE COMPLETING XL ATS DUE TO TRAFFIC ON LINES, PLAINFLEID CUTTING FROM ISLCC - NOT COMPLETE YET.

ALL LINES WORKING EXCEPT 8200515 IN HOLLAND, CFA B PABAIR 11:39 PABAIR 11/27/96 11:39 11:39 PABAIR 12/03/96 AD. NOTIFIED MIKE TO CHG CFA.
BENT FON #961030094A TO AMI TO CHG CFA FROM 24X67 PABAIR 9:23 MVIDETI 9:23 MVIDETI 12/03/96 TO 5X12 12/03/96 10:18 PABAIR TIM WILL HAVE CFA CHG WRK'D THIS A.W.

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1031/U32 P.32 01-U6-3, 9,1997PM 1:22PM MICH PRITECH LEGAL. 10 91312609630? JAN 88 '97 18:52 FR RICELITECH REGULATORY 517 334 3712 TO LAW P.32 12/30/96 11:19:59 Order Tracking System Enter/Mainthin Centrex Sales 0752 Mode: DSP DPARKS Interval #Days Enter/Update Order Tracking Cmts 0103 Time User Date Commant CFA HAS BEEN CHG'D BY AMI. PETE IS AT DM AND WILL 13:02 PABAIR 12/03/95 CORRECT WIRING THERE. ENEER CORRECTED LENS IN SWIT 12/03/96 PABAIR 13:02 12/03/96 13:02 PABAIR 12/03/96 . 13:15 PABAIR LINES TESTED OK. CLOSING. CJONES 12/04/96 12:24 US SIGNAL NTF.

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18152 FR AMERITECH REGUL

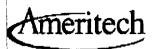
Attachment 4

IULTI LIFE HUNT GROUP

- Determine number of terminals to cut in lat stage.

 AMERITECE initiates a Queend Differential for each of the hunt terminals intentified at
 - Stage L.
 - C. RECORD places a MB sures on all lights not in Stage L. (after traffic closes from Stage 1 terminals, proceed to step II)
- AMERITECH out and laye all Stage | MCDF jumpers. BROOKS took all Stage | loops at out loaner premiers.
- ion against Pilot of Elient Group, activated to the new AMERITECH places Call Forward of DN of Brook's Huat Group. (after wattie clears from Suge 2 terminals per (VI catte at been
- AMERITECH out and laye at Suga 1940 f jumpers.

 AMERITECH Deletes translations for all terminals of last group leaving only the let line with
 - DN. BROOKS tests and RTS (birns up to mirvies) Stage 2 terminals.
- AMERITECH places INS status on their line of Hunt Group with Filet UN, then remove
 - AMERITECE removes translations of main line of Hunt Group and re-translates number as a Remote Call Forward service to prook's new DN.
 - BROOKS places test calls verifying MCP call size.



444 Michigan Avenue Room 1750 Detroit, MI 48226 Office: 313-223-8033 Fax: 313-496-9326

Craig A. Anderson Counsel

January 15, 1997

Ms. Dorothy Wideman Executive Secretary Michigan Public Service Commission P.O. Box 30221 Lansing, MI 48909

Re: MPSC Case No. U-11104.

Dear Ms. Wideman:

Enclosed for filing in the above-referenced case is an original and fifteen copies of the Ameritech Michigan's Reply to Brooks Fiber's Submission of Information.

Very truly yours,

Enclosure

cc: All Parties of Record

CAA:jkt

STATE OF MICHIGAN

BEFORE THE MICHIGAN PUBLIC SERVICE COMMISSION

In the matter, on the Commission's own motion, to consider Ameritech Michigan's compliance with the competitive checklist in Section 271 of the Telecommunications Act of 1996.)	Case No. U-11104
)	

AMERITECH MICHIGAN'S REPLY TO BROOKS FIBER'S SUBMISSION OF INFORMATION

INTRODUCTION

The incidents described by Brooks Fiber in their January 6, 1997 letter portray an inaccurate picture of its operational relationship with Ameritech Michigan. Brooks Fiber focuses on a few alleged issues or shortcomings, to which specific responses are set forth below. Brooks Fiber does not dispute the successful operational implementation of the interconnection arrangements between the two companies, arrangements which have enabled Brooks Fiber, by their own admission, to successfully commence its local exchange operations in Grand Rapids and expand at a rate beyond initial expectations.

It should be noted that none of the issues raised by Brooks Fiber in its letter to the U.S. Department of Justice, which it filed in this docket, have been identified as a dispute, controversy, or claim. The August 5, 1996 interconnection agreement between Brooks Fiber and Ameritech Michigan provides an informal dispute escalation and resolution procedure (see Section 28.19), which Brooks Fiber has not invoked with respect to any of the issues identified in this proceeding.

Ameritech Michigan believes that the operational issues raised by Brooks Fiber in their letter should be addressed, at least initially, between the two companies as business issues under the terms of their interconnection agreement. including the dispute escalation and resolution procedures contained in that agreement.

Upon receipt of Brooks Fiber's filing in this docket, Ameritech called the President of Brooks Fiber Communications of Michigan, Inc., to reaffirm Ameritech's commitment to address each and every operational concern that Brooks may have as a business issue within the terms of our interconnection agreement. At this point in time, Ameritech is not aware of any "dispute, controversy, or claim" of Brooks Fiber under its agreement with Ameritech Michigan.

Recognizing that the telecommunications business is complex, it is not unusual that operational concerns can and will arise. Ameritech Michigan represents to this Commission that it will fulfill its legal and contractual obligations to minimize and eliminate these inevitable operational issues. The balance of the reply addresses the specific issues raised by Brooks Fiber in its regulatory filing.

1. "Inability Of Loops To Be Reconnected At Customer Premises"

Brooks Fiber refers to a situation where new loop facilities are required to be installed to serve a customer, either at Brooks' request or because of the unavailability of existing facilities. In that situation, Ameritech technicians connect the new loop facility to the network interface device (NID) at the customer premises. However, work on the customer side of the network interface (i.e., connection of inside wire) is provided by Ameritech Michigan only as requested and on a time and materials basis, in accordance with the unregulated status of inside

¹The Brooks Fiber interconnection agreement defines the loop as "the entire transmission path which extends from the network interface or demarcation point at a Customer's premises to Main Distribution Frame or other designated frame or panel in a Party's wire center which serves the Customer." (Section 1.39) This is consistent with the definition of a loop in the Michigan Telecommunications Act (Section 102(s)) and the FCC's First Report and Order in CC Docket 96-98, August 8, 1996, Paragraph 880.

wire.² This is exactly the same basis on which Ameritech technicians perform work on inside wire for retail customers. Brooks Fiber is clearly aware of the availability of inside wire service from Ameritech. Alternatively, Brooks can perform this work on inside wire using its own technicians or contract with another provider of inside wire service. When installing new loops, technicians do not, as claimed by Brooks, disconnect the "old" loop unless a specific request is received from Brooks. In many situations, such as those involving multiple access lines to the same premises, the "old" loop remains in use.

At a joint operations meeting between Brooks Fiber and Ameritech Michigan on September 19, 1996 (attended by Marty Clift, from Brooks, who authored the letter), this issue was addressed. Ameritech Michigan indicated it would perform this work on behalf of Brooks Fiber if and when a request is submitted. To date, there have been very few requests from Brooks Fiber for Ameritech technicians to perform inside wire transfers.

One of the underlying causes of the situation described by Brooks is that orders for unbundled loops are frequently received without a corresponding disconnect request for the existing Ameritech Michigan local service. In that circumstance, Ameritech must assume that a second line (or third line, etc.) is desired by the end user, that the existing service cannot be disconnected, and therefore, an additional loop facility may be required. After several such occurrences where additional facilities were installed unnecessarily, Ameritech personnel undertook to initiate inquiries to Brooks to determine whether a disconnect was actually intended. However, Brooks then complained that this manual intervention was slowing the process. Therefore, Ameritech is forced to

²Section 9.6.7 of the Brooks Fiber interconnection agreement states: "If Brooks Fiber requests or approves an Ameritech technician to perform services in excess of or not otherwise contemplated by the Line Connection Services, Ameritech may charge Brooks Fiber for any additional and reasonable labor charges to perform such services."

install new facilities in many instances where it is actually unnecessary because of a lack of a corresponding disconnect order.

2. "Inability For Brooks' Customers To Pick Ameritech IntraLATA Toll"

As this Commission is aware, Ameritech does not hold itself out as a ubiquitous provider of intraLATA toll to end user customers of all other local exchange carriers in the state. Ameritech Michigan has no legal, regulatory, or contractual obligation to provide this service in the manner suggested by Brooks, and given the interLATA restrictions currently imposed on Ameritech Michigan, there is little business justification at this point to do so.8

Although Brooks Fiber has indicated they have the capability, Ameritech Michigan is not aware whether Brooks has actually implemented 2 PIC capability in its switches which would give its end user customers the ability to select an alternative provider for intraLATA toll.

Moreover, in order for Ameritech Michigan to be able to become a 2 PIC option for Brooks Fiber end users (if indeed Brooks Fiber has implemented 2 PIC capability), Ameritech Michigan would have to become an interexchange carrier vis d vis Brooks; i.e., establish Feature Group D-type trunking arrangements with Brooks, set up an account establishment and maintenance arrangement similar to the existing CARE (Carrier Access Record Exchange) process which Ameritech Michigan provides to interexchange carriers today, and set up a billing arrangement with Brooks Fiber in order to bill end users. To date, Ameritech Michigan has not made the business decision to offer the services suggested by Brooks.

³Although Ameritech Michigan has, based upon the former primary exchange carrier (PEC)/secondary exchange carrier (SEC) relationship with some of the independent telephone companies (ICOs) in Michigan, provided intraLATA toll to the end users of some of the ICOs (or SECs) in the state as a 1+ presubscribed carrier, Ameritech Michigan has not ubiquitously held itself out as an optional choice for intraLATA toll to end users of other local exchange carriers, such as GTE, Brooks, and many of the ICOs that Ameritech Michigan does not serve under the former PEC/SEC arrangement.

It appears the real issue raised by Brooks is not to enable end users to "PIC" Ameritech Michigan, but rather, to relitigate their demand for a "fresh look;" i.e., an abrogation of existing, legitimate Ameritech Michigan contracts. The Michigan Public Service Commission has already expressly addressed this request by Brooks and clearly and succinctly rejected it. See MPSC Order, February 23, 1995, in Case No. U-10647, pp. 79-80.

3. "Unreliable Electronic Interfaces With Ameritech"

A. Unbundled Loop Provisioning

Contrary to Brooks' allegations, Ameritech Michigan furnishes to Brooks a reliable and effective electronic interface for ordering unbundled loops. The problems Brooks has experienced in using the electronic order system stem from Brooks' misuse of certain carrier codes.

Ameritech Michigan offers competing providers multiple alternative methods to send unbundled loop orders into its gateway system. Brooks has elected to use a method which requires that they first enter the orders into their own internal ordering system. Other carriers have linked their internal systems directly to the Ameritech interface, thereby eliminating the rekeying of orders.

The electronic interface for ordering unbundled loops has been in place for some time. Prior to January 1996, a log-in ID was used by US Signal, Brooks' predecessor. That log-in ID had originally been used by Teledial, the long distance affiliate of US Signal, to order access services from Ameritech Michigan in connection with Teledial's provision of interexchange services.

Since January of 1996, after a corporate restructuring in which Teledial was spun off from Brooks Fiber, the two companies have operated as separate entities. However, Brooks Fiber apparently continued to use the Teledial log-in ID for the electronic interface. An incident occurred several months ago in which Teledial, using their log-in ID, was apparently already logged on to the system when Brooks Fiber, using the same log-in ID, accessed the system. Since Teledial was already logged on, Brooks Fiber's attempt to send an order was not received through the electronic interface. When Brooks Fiber determined that the order had not been properly transmitted and no firm order commitments (FOCs) had been received, Ameritech investigated, discovered the reason for the problem, and advised Brooks Fiber. Ameritech Michigan immediately provided Brooks Fiber with a new log-in ID. However, although the problem was discovered in September 1996, Brooks Fiber, even after receiving the new log-in code, continued to use the old Teledial log-in ID as late as November of 1996.

Brooks and Ameritech agreed that while the problem with the log-in ID was being investigated, a back-up manual process should be established to ensure the processing of orders. This manual process was developed by both parties and agreed upon by the respective service centers to be used on an interim basis until the underlying problem was isolated. In addition, Ameritech's account manager for Brooks Fiber has suggested, on at least three occasions during this period, that the parties set up joint testing for these interfaces between the information technology groups of both companies. Although Brooks Fiber responded positively to the offer at the time, Ameritech Michigan has received no further response from Brooks on establishing such joint testing.

With the exception of the Teledial log-in ID problem, Brooks Fiber has successfully been using the electronic interface for ordering thousands of unbundled loops. In addition, other providers have successfully been using the same electronic interface for ordering unbundled loops. The system is reliable and effective.

Ameritech's operational support systems provided to competing carriers in connection with preordering, ordering, provisioning, maintenance,

repair, and billing for unbundled network elements and resold services were described in more detail in the affidavits of Gregory Dunny, John Mayer, and Warren Mickens submitted on behalf of Ameritech in this docket on December 16, 1996. In addition, further information on this issue is provided in the attached affidavit and accompanying schedules of Joseph A. Rogers, which was originally submitted by Ameritech to the FCC on January 2, 1997 in CC Docket 97-1. (One of the schedules accompanying Mr. Rogers' affidavit contains proprietary information and has been separately submitted under confidential cover to the Commission.)

B. Number Portability

As of January 1, 1997, number portability requests could be transmitted electronically to Ameritech using the Ameritech electronic interface. This information was shared with Jason DeJonge of Brooks Fiber on December 16, 1996.

C. Billing

Ameritech Michigan makes various electronic interfaces available for billing. Specifically with regard to Brooks' requests, Bill Data Tapes (BDT) are provided for loops and interconnection and the Ameritech Electronic Billing Systems (AEBS) for number portability. Per Brooks' November 6, 1996 request, Ameritech is currently creating the necessary platforms to implement electronic billing interfaces for Brooks Fiber.